



Dear ACHA-NFSHA Web Surveyor,

Thank you for choosing to participate in the ACHA-NFSHA and placing your order for a web survey administration. Important information for web surveyors follows. Please save this information for your records.

Pre-survey tasks

- Determine survey methodology, sampling strategy, available incentives and how you will explain privacy/document consent of the participants.
- Determine your desired survey launch date, anticipated recontact dates for non-responders, and desired survey close date. ACHA recommends that you recontact non-responders five times. **Typically, leaving the survey open for 3 weeks with five contacts to non-responders during this time is sufficient.** We recommend that reminder messages are sent 3-4 days apart, with the final message sent 3-4 days before the scheduled survey closing date. Once you determine these dates, please e-mail the ACHA-NFSHA Program Office at tklenner@acha.org so that your school is on the NFSHA calendar. **Please include the number of random winners you need at the close of the survey, if any, with your survey close date.**
- A template letter of invitation that explains privacy to the faculty/staff is another critical piece in administering the survey. The letter should be customized for your campus with your contact info, incentives, resources, and other information required by your IRB. If you need to make changes to our standard template letter, you are encouraged to share them with the ACHA-NFSHA Program Office for feedback BEFORE you submit your IRB application. **We will not send a letter to faculty/staff that does not accurately reflect our methodology and privacy procedures.** Additional tips for your intro letter:
 - Make sure that the letter includes clear information about confidentiality and privacy, incentives you are offering (and that all respondents are automatically entered to win, if applicable) and a local contact on your campus.
- Submit your extra questions to ACHA-NFSHA Program Office for a price quote (if applicable)
- Complete campus required applications (e.g., Institutional Review Board) regarding protection of human subjects. Refer to the FAQs for the details often needed to complete your IRB application.
 - If your *campus does not have an IRB*, you must obtain written permission (on campus letterhead) from a campus administrator (President, Chancellor, VP, or Dean level) granting permission to administer the

ACHA-NFSHA to your faculty/staff. This letter must state in it that you do not have an IRB.

- If your IRB deems the ACHA-NFSHA does not need to be reviewed because it does not meet the federal definition of “research”, then you must obtain written permission from a campus administrator as described above. This letter must state in it that the IRB has determined that the ACHA-NFSHA is not research. A copy of the approval and/or exemption must be on file with ACHA before online data collection can begin.
- Review *FAQs for Web Version* at the bottom of this webpage: https://www.acha.org/ACHA/Programs_and_Services/NFSHA.aspx and begin discussions with your IT department to minimize technical problems with your survey administration. Pay particular attention to the information about rate control and spam filters, as failure to do so may prevent your e-mail invitations from reaching school email addresses. This information changes periodically – please do not assume that a previously successful ACHA-Web survey administration means that this has already been addressed. You must ensure that your IT department has the info from the most up-to-date FAQ document (see our website).
- The following materials are to be e-mailed to the ACHA-NFSHA program office **at least two weeks prior to survey launch date**:
 1. ACHA-NFSHA Web-Based Survey **Order Form** indicating method of payment.
 2. Documentation of **IRB approval** (or administrative approval) as indicated above.
 3. **Survey invitation email**/informed consent. If you want a logo or image included in the emailed invitation, you need to also include that image as a jpg file. Customization charges apply. See order form for details.
 4. The **subject line** you would like to use for your initial invitation. Beware of “spammy” sounding subject lines such as “Win prizes!” or “Earn a chance to win \$100!” It’s helpful to mention the school and/or health center name in the subject line to offer legitimacy to the effort (e.g., “XYZU Faculty and Staff Health Survey”).
 5. An **Excel spreadsheet** containing faculty/staff e-mail addresses and preferred first names if you wish to personalize your invitations to participate. Customization charges apply. See order form for details. The first names should be in the first column of the file, and corresponding email addresses in the second column. NOTE: Do not include first names in the file you send to ACHA if you do not want the invitations personalized. If you send first names, we will use them. In addition, do not include last names in the file you send us. (If you are unable to access preferred first names we suggest not personalizing the survey invitations to reduce the risk of deadnaming a faculty/staff).
 - Before forwarding your Excel file to ACHA, please open the file and look it over. Have full email addresses been provided? Is the format of the first names as you want them to appear in your letter? Please be sure to delete any additional data that may have been provided by the registrar’s office, but is not pertinent to this survey (e.g., full name, address, faculty/staff id number, phone

number, etc.) ACHA would prefer not to have any unnecessary information on file about your faculty/staff. Finally, sort the list by email address and scan for incomplete email addresses.

- You must indicate whether you want all of the faculty/staff listed in the file to be invited to participate in the survey, or if you want ACHA to use the list you send to select a random sample to invite. If ACHA is to select the sample, please indicate what percentage of the emails you want included in the random sample. Unless you indicate otherwise, we will survey all the emails on the list you sent us and adjust your order form and invoice accordingly.
6. Proposed **schedule for reminders** to non-responders (we recommend every 3-4 days).
 7. Survey **closing date** (we recommend 2-3 days after your final reminder message).
 8. Number of **random winners** needed (if any) at the end of the survey period.
 9. Affirmative opt-out of optional standardized firearms questions if requested (see FAQs document for details).
 10. Any additional survey customizations (see order form for options and pricing):

Note: It is not necessary to send us specific materials for the follow-ups with non-responders. The ACHA-NFSHA Program Office will simply modify the greeting in your original letter to reflect that it is a reminder message. In addition, either “Reminder” or “Last chance” will preface your designated subject line, as appropriate.

- If you choose to add additional campus-specific questions to the NFSHA, you must submit them to ACHA **at least three weeks prior to survey launch date**. See the “Extra Questions” section of the FAQs document for specific information. Any additional questions to the survey must be included in your campus IRB application.
- The last step before the survey launch is to watch for a test message in your inbox. Follow the instructions within the message to verify that the message text is accurate, and any survey customizations are programmed correctly. If your extra questions were programmed with skip patterns, be sure to test all possible responses to ensure that item redirects are operating as you intended. Also confirm that your IT department is ready for message delivery. You will then forward the invitation back to the NFSHA office to confirm all the above. Once we get your final OK, we will schedule message delivery to begin. We will not launch a survey until you complete the verification steps outlined in the test message.

During the survey administration period

- The ACHA-NFSHA Program Office will add the primary campus contact to the email distribution to ensure that you will receive a copy of all survey emails sent to your faculty/staff in real time. **Please do not submit responses to the survey so that you will continue to receive all follow-up messages to non-responders.** Please contact us if you do not receive a reminder message

following your requested schedule.

- Once your campus survey is launched, you will be sent a link to an online report that will allow you to monitor your survey submission number. You will be asked to confirm your reminder message dates and survey closing date. Your invoice will also be generated and e-mailed to the person indicated in the “bill to” portion of the order form.
- If you want to add or change any of your recontact dates, you must confirm with your staff contact at the ACHA-NFSHA program office **at least 2 business days** before you want the e-mails sent.
- If you need to add additional faculty/staff to your sample after your survey has launched, only the fee is charged when adding additional contacts while staying within the same sample size tier. If the additional contacts added brings the total number of contacts into a new sample size tier, the school must pay the participation tier difference plus the fee. See fee schedule for pricing.
- If you are contacted by faculty/staff during the survey period who:
 - Inadvertently deleted their invitation before participating – Tell them not to worry, as all non-responders will receive a reminder message (if you have scheduled one). Note that this is the only way a faculty/staff will get another copy of the email with survey link, ACHA cannot provide individuals with individual survey links.
 - Are unsure if their survey was submitted – There are several checks they can do to confirm survey submission.
 - First, ask them to check their email to see if they have received a survey confirmation email from “Survey Response Thank You.” If they have, the survey has been submitted.
 - They can also click on the survey link provided in their invitation email to confirm survey submission. If they have completed the survey, a message will appear that says "Thank you for taking the survey. Your responses have been submitted." If the survey has not been submitted the link will take them back to the last page of the survey they were filling out, and they can continue.
 - Ask why they received a reminder message after completing the survey – It's possible that their survey was submitted immediately after the reminder list had been compiled, but this is a very rare event. It's much more likely that they answered the survey questions but did not hit the submit button at the end of the survey. All faculty/staff who successfully submit a survey will receive a thank you email.
 - Tell you their survey link doesn't work – Technical problems such as these can usually be corrected by asking them to copy and paste the entire survey URL into their web. Each survey invitation contains a hotlink to the survey, as well as an option to copy and paste the URL into their browser window. If they are having trouble with their computer timing out, ask them to access their e-mail from a different computer and try the link again.

- Were expecting your invitation (because of your pre-publicity) but didn't get one. Before contacting the ACHA-NFSHA Program Office, please do two things - confirm that the faculty/staff was included in the mailing list you provided to ACHA, and check that the corresponding email address is correct.
 - If they were not on your mailing list or were on your list with an incorrect email address, see FAQ document section on adding contacts to the sample after the survey launches (additional fees apply.)
 - If they are on your mailing list, ask them to check their junk or spam e-mail folders for the survey invitation. To ensure that survey reminder messages make it to their inbox, they may choose to add the qemailserver.com and acha.org domains to their "safe senders" list in their email software.
- Refuse to participate and tell you not to contact them again – tell them to simply use the link at the bottom of the message to remove themselves from the mailing list. Doing so will prevent the faculty/staff from receiving reminder messages about the survey. **If they forward the invitation letter to you asking to be removed from the mailing list, please do not forward the message to the ACHA-NFSHA program office, simply click on the unsubscribe link for them.**
- Reports receiving an error message such as "Please enter a valid number between 0 and 100. Please do not use symbols or text when entering a response. You may leave the item blank if you wish."

Please enter a valid number between 0 and 3000. Use whole numbers only (no decimals). Please do not use any symbols or text when entering a response. You may leave the item blank if you wish.

In the last 7 days, how many (total) minutes did you spend doing vigorous physical activity?
 Examples: running, swimming laps, or hiking.

minutes

There are a few questions within the survey that require a pre-determined numeric minimum and maximum value limit. If the faculty/staff enters a value outside these limits, or if they enter a non-numeric value, then the warning message will be displayed when they attempt to proceed through or submit the survey. Advise them to click on the hot link text "Issue 1" to be directed to the question that contains the error. In the above example, they must enter a numeric value between 0 and 3000 to continue on. They may skip the item in question leaving it blank, but if they choose to respond, they must do so within the pre-determined limits.

Post-survey tasks

- Once your survey period has closed, ACHA will send you an Institution of Higher Education Demographic Survey via a Qualtrics link that you will need to

complete. No data or reports will be released by ACHA until all required documents are on file.

- If you are offering an incentive in the form of a random drawing, ACHA will provide you with a list of randomly selected email addresses, in the order in which they were selected (The number of random winners needed should be indicated with your survey closing date).
- ACHA will prepare your campus report package (data set, institutional data report, institutional executive summary, and a file summarizing the survey administration statistics) within 4-6 weeks of closing the survey. Results will be e-mailed to each campus as soon as they are ready. **Please note** that incomplete paperwork and/or any overdue ACHA invoice *will delay receipt of your results*.
- Notify ACHA if you are requesting additional report preparation. There is a charge of \$200 for each additional data report *or* executive summary, and \$400 for both reports for institutional members. See order form for non-member pricing.
- If you added custom questions with 5 or fewer variables and additional report packages, please specify which report you want your custom questions included on. If you want your custom questions included on multiple reports, there is a charge of \$150 per report. See fee schedule for non-member pricing.

Please don't hesitate to contact us if you have any questions.

Thank you,

ACHA-NFSHA Program Office

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ACHA-NFSHA Letter of Introduction/Consent Template

Instructions: Please customize the text below in red for your particular campus and then change all text back to black. We will not send a survey invitation that does not accurately reflect our methodology and privacy procedures. If you need to make other changes to the letter, please submit them to the ACHA-NFSHA Program Office (Taylor Klenner. [tklenner@acha.org]) for review before submitting your IRB application.

Dear (insert generic greeting or "first name")

You have been (randomly selected, selected as a member of the faculty, staff, or graduate student, or indicate that all employees will be surveyed, etc) to participate in the National Faculty and Staff Health Assessment (ACHA-NFSHA) sponsored and distributed by the American College Health Association (ACHA). The ACHA-NFSHA is a survey designed to assess faculty, staff and graduate student employees' health behaviors in order to provide better services and support for (name of school) employees. You may benefit by knowing that you have assisted in providing accurate information regarding health/wellness behaviors on our campus. The information will be used to develop wellness programs and services for (name of school).

The ACHA-NFSHA is completed online via the Internet. We encourage you to complete the survey in one sitting, which typically takes about 20-30 minutes. **(All employees who submit a survey will be automatically entered in a random drawing for one of five \$100 gift certificates for the campus bookstore! - Insert incentives as applicable.)**

There may be some personal discomfort with the content of certain questions. For example, there are questions regarding substance use. If you'd like to talk with someone about issues addressed in the survey, you may contact (name/contact info for campus resources.)

Your participation is completely voluntary and confidential. To ensure confidentiality, e-mail addresses are destroyed by ACHA before data are compiled and shared with (name of school). The raw data file that is shared with your school will not contain any unique identifiers. If you feel that answering specific demographic questions might reveal your identity, you may leave them blank. You may answer only some questions, or you may choose not to participate in the survey at all. Any reports or publications based on this research will use only group data and will not identify you or any individual as being affiliated with this project.

By taking this survey, you consent to participate in the study and agree that the purpose of this study has been satisfactorily explained to you. You understand you are free to discontinue participation at any time if you so choose and that the researcher will gladly answer any questions that may arise during the course of the research. Refusing or withdrawing from this study will be at no penalty or loss of benefits to you.

You may contact (insert campus contact person/info) if you have questions or concerns about the survey.

Data transmission is encrypted and firewall securities are in place. After you submit the survey to the secure server, a message thanking you for taking the ACHA-NFSHA will be displayed in your browser window, and you will receive a confirmation email.

(Add any language required by your IRB including approval number or IRB contact person.)

If you agree to participate in the ACHA-NFSHA survey, click on the following Internet address to continue:

(ACHA to insert survey link here)

Thank you for your cooperation!

(campus contact person) and the American College Health Association

If you do not want to receive reminder messages about completing the survey, please click here to remove yourself from the survey mailing list:
(ACHA to insert unsubscribe link here)